



**Islamic Republic Of Afghanistan  
Kabul Municipality**



# **WORKPLACE ANTI-VIOLENCE POLICY**

## **DEPARTMENT OF HUMAN RESOURCES**

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Signature: \_\_\_\_\_



# Islamic Republic Of Afghanistan

## Kabul Municipality



### Introduction

Kabul Municipality's goal is to create effective, democratic, transparent, and accountable, municipal governance. Kabul Municipality is committed to increase the capacity of city officials in Kabul through classroom and on the job training, improve the delivery of municipal services to Kabul citizens through rapid response projects and community engagement, and increase municipal capacity to generate revenues and to account for expenditures and revenues. As a result, Kabul citizens will receive better services, understand the responsibilities of their municipal leaders, participate in municipal decision-making process, and see local governance structures as legitimate.

Kabul Municipality is committed to providing a safe environment for working and conducting daily affairs. The KM will not tolerate acts of violence committed by or against KM employees, or members of the public.

Misbehavior in the workplace is not considered as an acceptable act from anyone. This policy applies to all Municipal staff and is expected to uphold with this policy and to work together to prevent workplace violence. This policy includes measures and procedures to protect workers from workplace violence, a means of summoning immediate assistance and a process for workers to report incidents, or raise concerns. The Kabul Municipality as the employer will ensure this policy and the supporting programs are implemented and maintained and that all workers and supervisors have the appropriate information and instruction to protect them from violence in the workplace.

### Purpose

Kabul Municipality maintains a zero tolerance standard of violence in the workplace. The purpose of this policy is to provide Municipality employees guidance that will maintain an environment free of violence and the threat of violence.

### Policy Goals and Objectives

The objective of this policy is to achieve the following:

- Reduce the potential for violence in and around the workplace;
- Encourage and foster a work environment that is characterized by respect and healthy conflict resolution; and
- Mitigate the negative consequences for employees who experience or encounter violence in their work lives.

### Policy Interventions

Violent behavior of any kind or threats of violence either implied or direct, are prohibited at Kabul Municipality.



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- An employee who exhibits violent behavior may be subject to criminal prosecution and shall be subject to disciplinary action up to and including dismissal.
- Violent threats or actions by a non-employee may result in criminal prosecution.
- Kabul Municipality will attend all complaints filed and will also monitor implementation of this policy.
- Any acts of retaliation or use of authority to retaliate against a person who makes a complaint regarding violent behavior or threats of violence made to him/her is also prohibited.

### Definitions

**Workplace Violence:** Behavior in which an employee, former employee or visitor to a workplace inflicts or threatens to inflict damage to property, serious harm, injury or death to others at the workplace.

**Threat:** The implication or expression of intent to inflict physical harm or actions that a reasonable person would interpret as a threat to physical safety or property.

**Intimidation:** Making others afraid or fearful through threatening behavior.

**Zero-tolerance:** A standard that establishes that any behavior, implied or actual, that violates the policy will not be tolerated.

**Court Order:** An order by a Court that specifies and/or restricts the behavior of an individual. Court Orders may be issued in matters involving domestic violence, stalking or harassment, among other types of protective orders, including Temporary Restraining Orders.

### Responsibilities:

#### Employees

All employees are responsible for:

- Refraining from acts of violence and for seeking assistance to resolve personal issues that may lead to acts of violence in the workplace; and
- Reporting to managers and supervisors any dangerous or threatening situations that occur in the workplace.

Employees are encouraged to report to their managers/supervisors situations that occur outside of the workplace which may affect workplace safety.

#### Managers/Supervisors

Managers and supervisors are responsible for assessing situations, making judgments on the appropriate response, and then responding to reports of or knowledge of violence and for initiating the inquiry process.



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- Any report of violence, will be attended immediately and confidentially, and appropriate action will be taken, where possible, in order to protect the employee from further violence. Appropriate disciplinary action will be taken when it is determined that KM employees have committed acts of violence.
- Where issues of employee safety are of concern, managers and supervisors should evaluate the workplace and make appropriate recommendations regarding a reasonable response.

### **Prohibited Behavior**

Violence in the workplace may include, but is not limited to the following list of prohibited behaviors directed at or by a co-worker, supervisor or member of the public:

1. Direct threats or physical intimidation
2. Implications or suggestions of violence
3. Stalking
4. Possession of weapons of any kind
5. Assault of any form
6. Physical restraint, confinement
7. Dangerous or threatening language use
8. Loud, disruptive or angry behavior or language that is clearly not part of the typical work environment
9. Blatant or intentional disregard for the safety or well-being of others
10. Any other act that a reasonable person would perceive as constituting a threat of violence

### **Guidelines to report a case of Violence**

When a violent act occurs:

- If the act or altercation constitutes inform your immediate manager or supervisor.
- If the offender is the supervisor him/herself Contact the appropriate Department Director.
- The Department Director will contact the Human Resources Director, who will take responsibility for coordinating response to the incident.
- In instances that involve emergency situations, or criminal activity, the Human Resources Director will contact the Mayor and the Police Department. Incidents involving emergency situations and/or criminal activity will be referred to the Police Department for assessment and, if necessary, inquiry.



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- In instances when it is not appropriate to refer an incident to the Police Department, the Human Resources Director will attend the case and make a recommendation regarding the need for an inquiry. If an internal inquiry is recommended, the Human Resources Director will coordinate the inquiry process.

### **Conducting an Inquiry**

Incidents involving emergency and/or criminal activity will be referred to the Police Department for inquiry. Incidents that do not involve an emergency situation, and/or criminal activity, will be handled by the Human Resources Department. The Human Resources Director, in consultation with the Mayor, will determine whether an inquiry is needed and who will conduct the inquiry.

#### **1. Data Collection**

There are great liabilities and legal implications associated with violent behavior in the workplace, therefore, before beginning any inquiry, consult with higher management and the Human Resources Department.

The inquiry that you conduct could lead to disciplinary action; please be sensitive to the rights of all persons involved and proceed in a manner that demonstrates objectivity, fairness and a concern for confidentiality.

#### **2. Interview with the Alleged Victim**

When talking with the alleged victim, speak clearly and non-judgmentally. Approach the interview in a sensitive, supportive manner. The goal of the interview is to develop a true and accurate account of the incident.

- Obtain the date/time of the violent incident.
- Find answers to the questions: who, what, when and where. Find out what specifically happened in this and any other incidents.
- Determine the background of the situation, including the relationship between the parties before the incident.
- Obtain the names of anyone else who:
  - Saw or heard the incident
  - The person has talked with about the incident
  - The person believes has also had encounters with the alleged offender.
- Find out what the person did in response to the violent encounter.
- Find out whether the person has documented the incident, or any other violent encounters that the person has had with the alleged offender.



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- Reassure the person that the KM is actively responding to the incident and that any retaliation will not be tolerated.

### 3. Interview With the Alleged Offender

Approach the interview in a non-judgmental, sensitive manner. Keep in mind that a person is innocent until proven at fault. Unreasonable assumptions of guilt before an inquiry has been completed can impede an appropriate inquiry.

- Present the incident or incidents described by the victim, or your own observations if you directly saw the incident.
- Get the alleged offender's side of the story.
- Do an inquiry with such questions as:
  - "Describe the incident that occurred between you and the victim."
  - "Describe your relationship with the victim and other interactions that you have had."
- Listen attentively as the alleged offender talks.
- Advise the offender of the seriousness of any form of retaliation against the recipient/victim, or any action that might be interpreted as retaliation.

### Training and Instruction

Kabul Municipality, Human Resources Department shall be responsible for ensuring that all employees, including managers and supervisors, are provided training and instruction on general workplace security practices. Department Directors shall be responsible for ensuring that all employees, including managers and supervisors, are provided training and instructions on job specific workplace security practices.

- Training and instruction shall be provided as follows:
  - To all current employees when the policy is first implemented.
  - To all newly hired employees, supervisors and managers, or employees given new job assignments for which specific workplace security training for that job assignment has not previously been provided.
  - To affected employees whenever management is made aware of a new or previously unrecognized hazard.
- Workplace security training and instruction includes, but is not limited to, the following:
  - Preventive measures to reduce the threat of workplace violence, including procedures for reporting workplace security hazards.
  - Methods to diffuse hostile or threatening situations.



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- Escape routes.
- Explanation of this Workplace Violence Prevention Policy.

### **9. Notification**

This document is accepted as an official document of the Kabul Municipality and is in full force and enacted from the signing date onwards. Any amendments proposed for betterment of this policy is only acceptable upon approval of KM management.

This policy from the date of enforcement shall be included in the recruitment orientation package of all newly hired employees and the receipt of the policy shall be acknowledged by the employee in written form.